

**LCTA Ridership Committee**  
**October 20, 2015**  
**2:00 pm**

Present: Norm Gavlick, Joe Roselle, Lorri Vandermark, Amanda Potechko, Robert Grabosky, Valerie Kepner, Charles Olah, Rosemary Lombardo, John Saduski, and Angel Mathis.

A week ago Monday, uniformed Wilkes-Barre police officers, as opposed to security guards, are now monitoring the Intermodal. Long-term positive effects are expected. LCTA has partnered with Martz to provide this police service, and it will continue on a month-to-month basis.

Lorri Vandermark is LCTA's new part-time marketing person. Members of the community should expect to see a lot more LCTA activity on Facebook and Twitter; Ms. Vandermark is also working on a YouTube channel. There are plans for a Veterans' Day program, which would include a commemorative Thank You pin to be given to any veteran to be used to ride all fixed route buses for free on Veterans' Day. There are plans, once again, for a Christmas-themed bus, and LCTA is looking to complete another Toys for Tots drive; Breast Cancer Awareness stickers are on the buses now; overall, LCTA is looking to continue with more community service type projects, including a food drive.

LCTA continues to work on a schedule to connect Hazleton residents to LCCC; LCTA is continuing to look for additional funding via the help of Senator Yudichak. Other updates include LCTA's work on converting vehicles from diesel and gasoline to CNG (compressed natural gas) with two (2) new Shared Ride vans in the process of being converted; CNG is expected to lead to fewer emissions. LCTA is also looking to acquire one of Hazleton's buses.

LCTA's FTA triennial review is upcoming while 2016 is LCTA's 5-year review with PennDOT.

LCTA continues to consider the restructuring of fares/transfers. Ecolane's visit has been delayed until November 2015, and the implementation of Ecolane software affects the restructuring of Shared Ride fares.

Training programs that upcoming include: PPTA conference, which has a significant ADA component to it; PPTA online training modules are being completed; paratransit management program training; major PPTA conference is scheduled for early next year.

Regarding ADA compliance, Joe Roselle recently attended a PPTA state-sponsored ADA conference and training; as of last Saturday, 90% of bus drivers have been trained. LCTA continues to work with Jill Nagy, a transportation attorney, to get feedback on LCTA's current policies; implementation of the rules is the biggest issue. Since the last board meeting, Jake has been told to concentrate on resolving AVL issues. Training put together by drivers for drivers has been shown to LCTA drivers; if the wheelchair lift does not work, drivers have been trained to immediately call dispatch for assistance and a helper bus will be sent within 30 minutes.

LCTA has revised its process of handling complaints. There is now a dedicated customer complaint phone line; any complaint forms submitted via the Intermodal terminal will be scanned and sent to the main office; and an LCTA employee dedicated to handling customer complaints will now be calling to speak with the filers of complaints and will follow up. A concern was shared that there is confusion

regarding the different numbers to call because there is a different number to call to file a discrimination complaint vs. a customer complaint.

Regarding LCTA's paratransit policies, Jill Nagy, a transportation attorney, says the policies are all in decent shape, but some changes need to be made, and once these changes are made, training of Shared Ride personnel will then take place.

Clarification was asked for regarding the suggestion made at the last meeting in regards to changing the transfer policy, and more information was provided that made things clearer. Norm Gavlick and Joe Roselle will take a closer look at the transfer policy.

The sign on Prospect St. and Broad St. in Nanticoke needs to be moved; another sign on Stanton St. (between Grove and Griffith) needs to be removed. There was a request for a stop to be added on the left side (already on the right side) of Meyer St. in Duryea; there was also a request for more stops on Wyoming Ave. – the response was that bus drivers are allowed to stop at each corner, but will take a closer look at the possibility of buses stopping at Tunkhannock Ave. in West Pittston.

There was a general discussion regarding what bus drivers are allowed to do when dropping off passengers and bus rider responsibilities.

It was suggested that new drivers be given more training on routes, especially the more complicated routes, before going out and driving the routes by themselves.

Riders are upset that drivers are leaving their time points early. Joe Roselle will talk with Lee Horton and ask that a sign be put up to tell drivers they are not to leave early. It was also requested that drivers change their bus route numbers when they pull into a stall as one route but will pull out as another route.

It was requested that running board lights be on now that it's getting darker earlier.

The next LCTA Ridership Committee meeting will take place November 17, 2015 at LCCC's Wilkes-Barre Center on Public Square.

Respectfully submitted,  
Valerie Kepner